How to enable the change password option for NetScaler Gateway users

Changing a NetScaler Gateway user’s password can be either forced or user initiated. To force a change, use the procedure for changing the password of an AAA-TM user, as described in the article at https://support.citrix.com/article/CTX201133.

If you enable user-initiated password change, the Change Password option appears in the top-right corner of the portal page after a user logs on.

Use case:

NetScaler Gateway users would like to the option to change their own passwords, without any dependency on the admins.

Prerequisites:
Before giving users the option to change their passwords, make sure that:

- The basic Active Directory authentication is configured. See CTX108876 - How to Configure LDAP Authentication on a NetScaler Appliance.
- Access to LDAP and Active Directory uses SSL (port 636).
- A NetScaler Gateway virtual server is configured and bound to the LDAP policy.
- You understand the Active Directory and LDAP protocols.

To enable the change password option for NetScaler Gateway users by using the NetScaler GUI

1. Log on to the the NetScaler GUI and, on the Configuration tab, do the following:
   a. Navigate to NetScaler Gateway > Virtual Servers and select the VPN virtual server for which to set the Change Password option.

   ![NetScaler Gateway Virtual Servers](image)

   b. In the Basic Authentication section, click LDAP Policy.
c. Select the LDAP Policy that you want to edit, and from the Select Action list, select Edit Server.

![VPN Virtual Server Authentication LDAP Policy Binding](image)

d. Scroll down to Other Settings and select the Allow Password Change check box.

![Other Settings](image)

 e. Log on to a NetScaler Gateway appliance managed by the virtual server that you've configured, and verify that the Change Password option appears at the top right of the screen.

![NetScaler with Unified Gateway](image)

Enable the change password option for NetScaler Gateway users using the command line:

1. Open a command line editor, and log on to the NetScaler appliance:
   ```
   ssh nsroot@<NetScaler IP>
   ```
2. In the editor, enter the following command:
   ```
   set ldapaction <LdapServerName> passwdChange ENABLED
   ```
3. Enter `show ldapaction <LdapServerName>` and verify the configuration.

Example
> sh ldapaction ldapabhishek
1) Name: ldapabhishek
   Server Name: 10.105.157.116   Port: 636
   Server Type: AD
   Timeout: 3 secs BindDn: administrator@ctxnssfb.com
   Login: sAMAccountName   Base: dc=ctxnssfb,dc=com
   Secure Type: SSL
   **Password Change: ENABLED**
   Group Attribute Name: memberOf   Sub Attribute Name: cn
   Authentication Enabled,   User required
   Success: 2
   Failures: 8
   Validate LDAP Server Certificate: NO
   LDAP Host Name:
   Nested Group Extraction: OFF
   LDAP Referrals: OFF
   LDAP Referral DNSLookup : A-REC

Done